



CURRICULUM VITAE

Muhammad Danish

PERSONAL DETAILS

Name : Muhammad Danish
Passport : AY7713821
Date of Birth : 22 February 1995.
Gender : Male.
NIC # : 17301-4941382-5.
Nationality : Pakistani.
Religion : Islam.
Domicile : Peshawar,
Khyber Pakhtunkhwa
Pakistan

CONTACT



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SKILLS

- MS Office
- Marketing
- Medical interpreter
- Communication
- Teamwork
- Problem Solving
- Posting
- Attention to Detail

Languages

- ENGLISH (Read, Speak & Write)
- URDU (Read, Speak & Write)
- PASHTO (Read & Speak)

EDUCATION

S.S.C (Science)

- Year : 2011
- Roll No: 107080
- Board : B.I.S.E Peshawar
- Institute: Edwards College Peshawar school – wing.

HSSC (Science)

- Year : 2013
- Roll No: 74926
- Board : B.I.S.E Peshawar
- Institute: Peshawar Model Degree Collage.

BBA Hons.

- Year : 2020
- University : The University of Agriculture Peshawar

RESEARCH PAPER

Analysis of risk management practices in commercial banks.

ADDRESS

Permeant Address: Gul Faroosh Colony Dheri Bhagbanan
house# 006/87

EXPERIENCE

1. Data Analyst.

- **Company** : Mohsin Match Factory
- **Duration** : (March – Present)
- **Location** : Lahore, Pakistan

Responsibilities:

- Making Daily achievement Reports
- Making Stock Report of MMF
- Making Stock Report of AJMF
- Making Daily Production Report
- Daily Dispatch Report
- Making Monthly Master Files
- Daily Entry in Softcon Software

2. Quality Assurance Manager

- **Company** : Information Technology (IT) Arena
- **Duration** : (July 2022 – February 2024)
- **Location** : Lahore, Pakistan


Responsibilities:

- Supervision of the Subordinate staff.
- Team of the Concern given Staff
- Develop and implement quality assurance policies and procedures.
- Monitor and evaluate call center agents' performance to ensure adherence to standards.
- Design and conduct quality assurance audits and assessments.
- Provide feedback and coaching to agents to improve performance and customer satisfaction.
- Analyze data and generate reports on performance metrics.
- Collaborate with training and operations teams to identify areas for improvement.
- Stay updated on industry best practices and regulatory requirements.
- Lead initiatives to enhance overall call center quality and efficiency.
- Handle escalated customer issues related to quality concerns.
- Maintain documentation and records of quality assurance activities.

3. Human Resource (HR)

- **Company** : Dynamic Solution
- **Duration** : (Sept 2021 – Apr 2022)
- **Location** : Lahore Pakistan

Responsibilities:

- Implementation the project as per approved drawing
 - Recruit, interview, and onboard new call center employees.
 - Manage employee relations and resolve conflicts.
 - Administer HR policies and procedures, ensuring compliance.
 - Oversee payroll and benefits administration.
 - Coordinate training and development programs.
 - Maintain employee records and ensure confidentiality.
 - Conduct performance evaluations and provide feedback.
 - Address employee concerns and inquiries.
 - Implement retention strategies to reduce turnover.
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4. Interpreter

- **Company** : Multilingual
- **Duration** : (Aug 2020 – May 2021)
- **Location** : Peshawar, Pakistan (Remote Job to USA)

Responsibilities:

- Fluently interpret between two or more languages.
- Facilitate clear and accurate communication between parties who speak different languages.
- Maintain confidentiality and neutrality while interpreting sensitive information.
- Research and familiarize oneself with terminology relevant to the subject matter.
- Adapt interpretation style and approach based on the needs of the situation.
- Handle multiple tasks such as listening, comprehending, and speaking simultaneously.
- Navigate challenges such as technical terms, dialects, or accents effectively.